

IT

Information
Technology
Division

Telephone Service Center Telenews

Ninth edition

June - July, 2005

Remote Access Policy

As you are probably aware, the Laboratory will no longer be managing and paying for residential high speed remote access. To review the new policy and frequently asked questions visit <http://www.lbl.gov/CIO/Policy/9.02-320/9.02-320.HighSpeed.html>. Depending on your division determination, change over to a personal carrier may be required before September 30, 2005.

Cable users should contact Linda Posey x 5919.

DSL users will need to visit SBC's web site

http://www02.sbc.com/DSL_new/content_new/1.,18.00.html?pl_code=MSBC245C8952P192180B0S0. This site will give the user easy to follow step-by-step instructions. Please note that the service provider recognizes this as a new service, not an existing service. The user will be asked for their telephone number. They will need to enter their residential number, not their existing Lab furnished DSL number. The user will be offered two different options for installation; self-install or Technician install. Here is a brief description of the options;

Self-install: SBC will activate the DSL on their residential line and will send a self-install kit with step-by-step instructions and software. The DSL will only work on the jack that their residential line is currently on. This type of installation is free.

Technician install: SBC will install everything from the line to their computer. If necessary, the technician will install a new jack. A technician install is \$200 and will require an adult to be present to allow access.

The user is responsible for notifying TSC at ext. 4966 (or TSC@lbl.gov) when their laboratory furnished DSL number can be deactivated. Remember service will be deactivated on or before September 30, 2005.

Special Interest:

- **Cellular Reimbursement**
- **Headsets**

Next Edition:

- **TSC Projects**

TSC Contacts:

- **General Questions-**
Telephone Service Center -7997
- **Acct. No. Changes-**
Terry Munoz -6434
- **Calling Cards-**
Terry Munoz -6434
- **Cellular Service/Equipment-**
Adams Lee -4966
- **Customer Billing-**
Rachel Norton -5674
- **Pagers-**
Operator - "0" or -7997
- **Repair-**
Telephone Service Center -7997
- **Telenews Comments or Suggestions-**
Janice Smith -5778
- **Telephone Adds/Moves/Changes-**
Linda Tripp-Sopher -6442
- **Voice Mail-**
Charlene Stovall -6170



Cellular Reimbursement Level Changes

Effective with the 3rd quarter cellular validation period, the reimbursement level will change from \$5 to \$25 per quarter. If this was the policy for the 2nd quarter, 55 of the 97 reimbursements would not have been required. The 55 reimbursements equaled \$723.01, while the estimated cost of processing those transactions was \$1,485.

Did You Know?

Cingular cellular users are able to use 4-digit dialing to LBNL numbers. For example; if you wanted to call TSC from off-site using your cellular phone, you would dial 7997.



Headsets

The Telecommunication Service Center (TSC) has a number of headset styles and models available for their customers. To order a headset send an e-mail to tsc@lbl.gov. Please provide the following information:

Requester and User Name

Type of equipment

Project ID

NOTE: All headsets have a warranty of six months. Headsets are not returnable once used other than for warranty issues. A service charge will be incurred if a technician is requested to install the headset.

Headset Models Available:

	H41 - \$143.00 Monaural, sound in one ear, fits over ear. (includes M12 Vista Universal Amplifier*)
	H41N - \$156.00 Same as H41 with noise canceling. (includes M12 Vista Universal Amplifier*)
	H51 - \$136.00 Monaural, sound in one ear, fits over head. (includes M12 Vista Universal Amplifier*)
	H51N - \$149.00 Same as H51 with noise canceling. (includes M12 Vista Universal Amplifier*)
	H61 - \$151.00 Binaural, sound in both ears, fits over head. (includes M12 Vista Universal Amplifier*)

	<p>H61N - \$161.00 Same as H61 with noise canceling. (includes M12 Vista Universal Amplifier*)</p>
	<p>*M12 Vista Universal Amplifier - \$83.00</p>
	<p>CS50 Cordless Headset System - \$265.00 (includes HL10 handset lifter for remote answering**)</p>
	<p>**HL10 Lifter - \$55.00</p>

*prices may vary

***For more information, Visit TSC's
home page at
<http://tscweb.lbl.gov/>***